

Wessex Care COVID-19 Statement

Briefing Paper 2

Monday 23th 2020

[\[Update information from paper 1 please read whole document\]](#)

Wessex Care will remain open to admissions and discharges as requested by the Department of Health & Social Care in support of Hospital patient flow and community care requirements. All admissions and discharges will be screened before entering our buildings and before leaving. All new admissions will be isolated in bedrooms for 14 days and cared for using a barrier nursing approach.

All Wessex Care staff have been instructed to complete specified Covid-19 training, this training explains the virus and symptoms of the disease and also provides practical demonstrations of hand hygiene, application and removal of PPE and practical strategies to help prepare and mitigate the impact of COVID-19.

Cleaning and decontamination process have been heightened in all services. All key traffic areas and services are being cleaned and disinfected routinely 4 hourly and after any area where a visitor has been are deep clean on their departure.

Visitors – non essential

The following visitors to Wessex Care homes and head office are now cancelled and not permitted to visit until further notice:

- Routine non critical servicing
- Non critical Inspections [ref: CQC statement of changes to their approach during this period]
- Entertainers
- Activity workshops
- Intergenerational Workshops
- Trainers
- Certain Health and Social Care Colleagues [virtual / conference call contact only]
- Family's & Friends

Essential Visitors

- Medical rounds will be carried out via skype or telephone as and when agreed by the Directors. MDTs will be virtual. Any other necessary visits by any other professionals to the homes will be risk assessed by the directors and health care colleagues. Please do not just turn up as refusal can cause unnecessary and avoidable offence. Emergency services will of course have full access as required.
- Health & Social Care colleagues who are essential to health & welfare including rehabilitation will also priorities the use of digital communication where ever possible and will ensure full use of PPE at all session held within the home.
- Health & Social Care colleagues will wherever possible confine their activity's / visits to a specific small area of the home to mitigate likelihood of cross contamination.
- All essential visitors must not wander the building and must remain in specific pre agreed areas.
- GPs and other medical, local surgery staff will be using full PPE equipment including masks to protect the residents from medical and clinical personnel who are visiting many sites and in contact with multiple patients.

- All essential visitors and staff will be screened at the front door prior to admission which will include a temp check.

Deliveries to the homes are to be left outside of the building and disinfected before the delivery is brought into the building.

All meetings within the homes and head office are now cancelled – this includes R&R meetings, staff meetings, MDTs, training sessions etc.

Family and Friends

As of Monday 23th of March nobody will be permitted entry to any Wessex Care home [Milford Manor, Holmwood, Castle View, Kimberly West & East.

All prearranged booked visits from the 23rd March are cancelled for the foreseeable future. We will reassess this on a fortnightly basis based on the advice and evidence of Public Health England

Please feel free to call and speak to your loved one or arrange a skype call during this period of time.

Special visiting arrangements will be made for any of our residents receiving imminent palliative care. Please contact the office on 01722336933 or email: info@wessexcare.com to arrange times of visits. These visits can only be conducted in the bedroom and visitors must not leave the bedroom without staff supervision.

We recognise that this will be very unpopular and upsetting. However we care for over 170 vulnerable people across our services who are all classed in the Governments 'High Risk' category, therefore as a family we have taken this decision to close to all non-essential visitors from the 23rd March.

Please be aware this decision will not be altered. We are of course aware of how distressing this will be to be parted from a loved one but please be considerate when talking to the homes, community and office staff.

In the extreme circumstances that a large number of our staff team are unable to attend work due to the spread of the virus we will be contacting family members for assistance and those who are able to help will receive full infection control training and be treated as one of our staff.

Other Points of Action

All resident outings are cancelled until further notice.

All staff gatherings are cancelled until further notice.

Activities sessions run by staff will continue within the homes and be very focused at keeping the resident's active and lifting their spirits. We have appointed a pastoral care specialist who will be working across the homes with our Welfare, Care, Nursing and Volunteer staff to provide a stimulating and fun programme of activities and social interaction on a seven day a week basis. This will also target residents who are unable to leave their rooms.

We will try our best to support any virtual means of communication between residents, families and friends. Please contact the office to book a time to facilitate this arrangement.

Our internal post system will stop – fax and email will be used where possible.

Staff will remain in the homes they are assigned to reduce gross contamination – staff will only be moved to other homes if told to do so by Director level only.

Senior management & maintenance will distance themselves from the homes and work remotely so they are available to support during high pressure staffing times.

All Staff

In support of our professional responsibilities to our residents and community customers and our professional code of conduct, all staff are strongly advised of the following:

- Do not travel
- Do not visit Pubs, Restaurants etc.
- Do not shake hands, hug or kiss in greeting
- Keep other outings in the community to essential only e.g. food shopping, medical appointments e.g. if the GP had asked to see you.
- Stay at least 2 meters from other people when outside. Use parks for a breath of fresh air, avoid centres of town where you can.
- Avoid where possible public transport
- Use online shopping and explain you are a Social Care worker. That means you are on the national 'Key Worker' list and need to keep contact to a minimum.
- If you have children as a national 'Key Worker' your children can still attend school.
- Keep contact with other family and friends to absolute minimum.
- Keep contact with others outside of work to a minimum
- Wash your hands regularly for the full 20 seconds.
- Keep your house very clean particularly any hard surfaces, door handles, kitchen cupboards and of course toilets.
- Advised where possible to work and then go straight home.
- Boil wash all clothing – all clothing to be clean at beginning of each shift
- No jewellery to be worn at work
- No false nails or nail polish
- Coats and handbags to be kept away from all communal areas and disinfected on arrival.
- Shoes to be disinfected upon arrival
- Shower/bath and wash hair after and before work
- Temperature will be taken before being allowed in the building
- Staff will be self-isolating for 7 days if any sign of cold or flu like symptoms – this will continue for a further 7 days if the symptoms worsen or persist.
- Hands to be washed upon arrival and continuously throughout the day
- Alcohol foam/gel to be used throughout the day.
- Continue Infection Control Procedures as normal and trained to do so.
- Further precautions such as the use of face masks will only be instigated as required as this is very daunting for our residents and as per Public Health England advice are most effective when worn by the individual who is showing signs of the infection.

Community Work

- Visits will continue as normal with staff taking the precautions as detailed above.
- All cars will be disinfected before and after shifts.
- Clients will be helped to disinfect areas of their home where visitors regularly are.
- Non-essential visits will be stopped if required.
- All community staff to no always where PPE kit while assisting community customers.

Remember if you are healthy and below 65 you can be a carrier with mild symptoms that could give our vulnerable residents and community customers the COVID-19 virus which can lead to death. Please help us to protect our residents and your loved ones.

You should expect these arrangements to remain in place for a period of 10 to 14 weeks

Matthew Airey Managing Director
Pauline Airey Clinical Director
Jodie Scott Operations Director
Christian Airey Business Director